

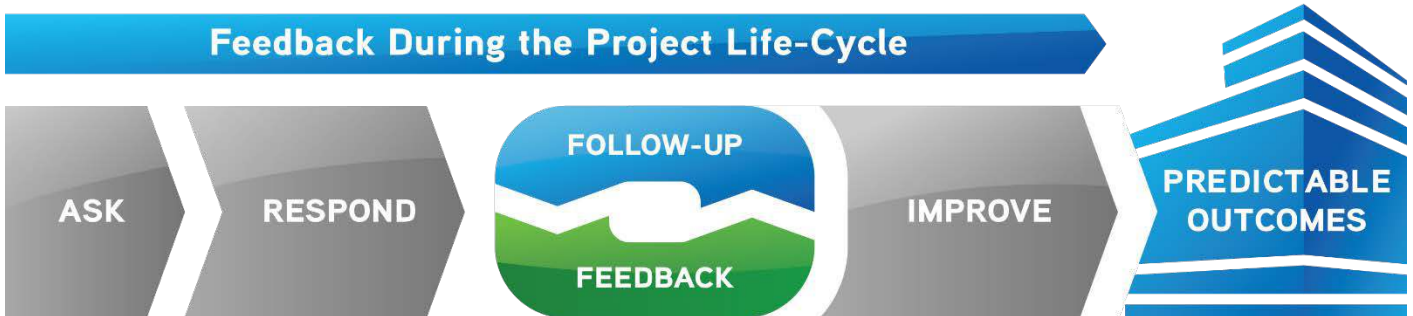
Client Service Quality Assurance Program

Our firm constantly strives to improve our processes and tailor the services we provide to each of our clients. As part of our ongoing quality assurance program, we periodically request feedback from clients and project stake-holders to create a better project outcome for you.

Rather than wait for the project to be over (when there's little opportunity to change the outcome), our project team will send brief electronic surveys at various project milestones or presentations. The surveys include a short list of questions requiring fewer than 2-3 minutes to complete.

Your responses offer an opportunity to comment on several areas of our performance and help us adapt our processes to your unique needs. Your feedback is specific to the project, and is returned to the people working with you. We pledge to respond to any issues you identify as the project proceeds.

We value your feedback, and may ask for input more frequently than you care to respond. Please respond when something exceptional happens (positive or challenging), and know that we'll take action when you do. All other times we will assume your non-response indicates the process is working and the project is progressing as expected.



Sample Feedback Survey – Takes Fewer Than Two Minutes

QUESTIONS	QUESTION 1 of 8	RESPONSE
<ul style="list-style-type: none"> ✓ Helpfulness ✓ Responsiveness (N/A) ✓ Quality (2.6) ✓ Accuracy (N/A) Schedule Budget Scope and Fees Other Comments <p>Send this survey to someone else</p>	<p>How well did we explain the process of beginning your project's design?</p> <p>(Optional) Please provide additional comments</p>	<p>Problems? Switch to basic version. Click and drag the arrow to indicate your response</p> <p>7.0 Exceptional</p> <p>6.0 Excellent</p> <p>5.0 Exceeded Expectations</p> <p>4.0 Met Expectations</p> <p>3.0 Acceptable</p> <p>2.0 Needed Improvement</p> <p>1.0 Unacceptable</p> <p><input type="checkbox"/> Not Applicable</p>

How It Works

1. The project manager or another team member asks for your feedback electronically
2. You respond to a 6-8 question, 2-minute survey
3. Your response is *immediately* routed to the project team via email
4. If any of your responses indicate exceptional performance or a problem, someone on the project team will follow-up and discuss ways to improve the process.
5. We document any process changes and communicate them to the project team and back to you.

Unlike any survey you've ever taken before, your response will initiate specific improvement for you and your project. We have found this to be an effective tool to continuously improve. To fully demonstrate this program, you will soon receive a survey requesting your feedback on our help during the proposal process. We hope you will take a few minutes to respond, experience first-hand the process, and see how we follow-up to your feedback.